

Department of Human Services

Uplifting Lives

A Guide to DHS Programs



Government of the District of Columbia
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WELCOME TO YOUR GUIDE TO DHS PROGRAMS

The Department of Human Services (DHS) is pleased to offer you the Guide to DHS Programs. The mission of DHS is to uplift lives and to promote maximum self reliance to District individuals and families by providing quality-of-life support services. Every year, thousands of people in the District of Columbia receive vital services from DHS. These services include Temporary Assistance for Needy Families (TANF), Food Stamps, Medicaid, shelter, subsidized child care, developmental evaluation for infants and toddlers, adult protective services, refugee resettlement services, and supportive services due to a physical or developmental disability.

This guide places DHS right at your fingertips by providing a snapshot of DHS programs that provide direct services to District residents. For your convenience, a tear off sheet including a list of important DHS phone numbers is included on the back cover page of this guide.

If you are a District resident in need of social services, please use this guide to find out how DHS programs can benefit you and your family, and how you can access them. If you are a referral agency, please use this information to help your customers in need of services DHS offers.

DHS is committed to providing quality programs and services for District of Columbia residents. We hope that this informative program guide effectively introduces DHS Programs to District residents and shows the many ways DHS is Uplifting Lives.





Early Care and Education Administration

The Early Care and Education Administration (ECEA) supports and advocates the development and education of young children from birth through age 12, to ensure a system of quality, subsidized childcare services throughout the District, and to support early childhood education and early intervention providers in the pursuit of professional development and education.

Programs

DC Child Find

A collaboration with DC Public Schools to identify and track children ages birth up to 22 with developmental delays to ensure that they continue to receive needed early and special education services.

Contact: (202) 727-8300

Infants and Toddlers Early Intervention

A prevention and intervention program, which promotes the identification and screening of infants and toddlers for developmental delays up to three years of age.

Contact: (202) 727-5371

Child Care Services

Provides financial assistance for child care for eligible children ages six weeks through age 12, with services available for children with disabilities up to age 19.

Contact: (202) 727-0284

Infants and Toddlers with Disabilities

Provides adaptive, cognitive, physical, speech and language, and social-emotional services to promote the normal development of infants and toddlers, ages birth through two years, with developmental delays or disabilities.

Pre-Kindergarten Incentive

Provides quality early childhood services to at least 375 four year olds who are not currently enrolled in an early education program.

Read Baby Read

Designed to encourage reading in young children by identifying volunteers to read to children in early care and education settings. The volunteers make a one year commitment to read one on one to a child. Visit their website at www.earlyreadersnow.org.

Program Development Division

Provides training and professional development opportunities for parents and early childcare and education providers. In addition, the Division conducts resource development activities, designs and implements early care and education program expansion and improvement efforts, and provides consumer services.

How To Apply

For information about other ECEA programs and to find out if your child is eligible for services, contact ECEA Monday through Friday from 8:15 am to 4:45 pm by calling **(202) 727-1839** or (202) 373-7766 (TTY/TDD). You may also visit ECEA at 717 14th Street, 7th Floor, N.W.

Family Services Administration

The Family Services Administration (FSA) helps vulnerable homeless people, adults at-risk for abuse or neglect, low-income residents, teenagers, dysfunctional families and refugees become stable and fully self-sufficient over time through an array of social services, assessments, case management, and crisis intervention services.



Programs

Adult Protective Services

Reports alleged abuse and neglect, and exploitation of frail elderly and disabled adults and intervenes to protect vulnerable adults who are at risk.

Contact: Hotline (202) 541-3950

Teen Parent Assessment

Assesses the living arrangements of teen parents applying for or receiving Temporary Assistance for Needy Families (TANF) benefits and provides case management services to teens on TANF to help them move toward self-sufficiency.

Contact: (202) 541-3909

Homeless Services

Ensures that emergency shelter and transitional and supported permanent housing are provided to homeless individuals and families through a community-based, non-profit management agency and a network of shelter providers.

Contact: (202) 541-3931

Hypothermia Watch Partner

Helps prevent hypothermia related deaths among the homeless by providing District citizens with a hotline number they can call to have homeless persons who are outside in freezing temperatures picked up by a van and transported to a local shelter.

Contact: Shelter Hotline 1-800-535-7252

Refugee Resettlement

Supports *English as a Second Language* classes, employment services, foster care services, citizenship program, cash and medical assistance, transportation, case management, skills training; and other social services to help refugees move toward independence.

Contact: (202) 541-3953

Family Violence Prevention Services

Provides shelter and related services for victims of domestic violence, public information and education about family violence, and outreach services for victims of domestic violence. Planning is coordinated with the DC Coalition Against Domestic Violence and other domestic violence providers.

Contact: (202) 541-3957

Strong Families

Provides comprehensive service delivery to strengthen the family unit, foster healthy family development and help families address many of the issues that create ongoing challenges in their lives.

Contact: (202) 576-3282 or (202) 576-3277

Community Services Block Grant

Funds a network of community-based agencies that provide services for low income residents to help reduce poverty through employment and job training, GED programs, housing and rehabilitation, nutrition for preschoolers and seniors, health education, counseling for substance abuse, job readiness, and case management.

Contact: (202) 671-4428

How To Apply

To apply for services, contact FSA Monday through Friday from 8:15 am to 4:45 pm by calling **(202) 541-3915** or (202) 576-5049 **(TTY/TDD)**, or visit the office at 2146 24th Place, N.E.



Income Maintenance Administration

The Income Maintenance Administration (IMA) makes timely and accurate determinations of eligibility and the amount of assistance for Temporary Assistance to Needy Families (TANF), Medicaid, and Food Stamps and promotes economic independence by helping low-income adults achieve self-sufficiency through employment and work-related activities. IMA also administers the Burial Assistance program.

Programs

Temporary Assistance to Needy Families (TANF)

Provides financial assistance to help heads-of-households meet the needs of children less than 18 years (and in some cases 19 years) of age who are deprived of parental support by one or both parents due to death, continued absence, unemployment, or incapacity. IMA also administers contracts and grants to provide services to help TANF customers obtain and retain employment and help low-income families achieve self-sufficiency.

Program on Work, Employment, and Responsibility (POWER)

Provides cash assistance, rehabilitation and treatment services for heads-of-households diverted from the TANF program because of temporary medical incapacities that would prevent them from complying with federal TANF work requirements.

Medicaid (DC Healthy Families)

Helps pay medical bills for eligible low-income families and elderly and disabled adults.

Food Stamps

Provides monthly benefits to help eligible low-income households buy food. IMA also operates the Food Stamp Employment and Training program, which helps single individuals and childless couples who receive food stamps obtain and retain employment.

General Public Assistance for Children

Provides financial assistance for children who reside with caretakers who are not related to them.

Interim Disability Assistance

Provides cash assistance to disabled persons who are awaiting determination of eligibility for the federal Supplemental Security Income (SSI) program.

Refugee Cash and Medical Assistance

Designed to meet the temporary financial and medical needs of refugees.

How To Apply

IMA programs are offered through seven decentralized service centers located around the city.

A list of service centers can be found on the back cover page of this guide. Please call the IMA center nearest you for services, or to obtain additional information about applying for benefits, contact IMA Customer Service Monday through Friday from 8:15 am to 4:45 pm by calling **(202) 724-5506**, or **(202) 724-1369 (TTY/TDD)**. You may also visit IMA at 645 “H” Street, N.E.

The form used to apply for IMA’s services can be found on the DC Department of Human Services web page at <http://dhs.dc.gov> then click on “Application for Benefits”.

Mental Retardation and Developmental Disabilities Administration

The Mental Retardation and Developmental Disabilities Administration (MRDDA) coordinates services for approximately 2,000 District residents with mental retardation and developmental disabilities.

MRDDA strives to maximize the quality of life for its consumers. The administration partners with over 260 providers to offer an extensive array of services, which enables its consumers to live in the least restrictive environment.



Programs

Intake

Plans, coordinates and monitors support and services for individuals with mental retardation and developmental disabilities. Provides clinical assessment, identifies clinical resources and provides technical support and assistance to consumers, families and community providers.

Contact: (202) 673-4500 or (202) 673-4506

Home Community-Based Waiver Services

A federal funding source that provides Medicaid eligible individuals an array of services including personal care, chore and home maintenance, habilitation, respite care, and skilled nursing. These services enable individuals to remain in their own homes or live in a community setting rather than in an institutional setting such as a hospital, nursing home, or intermediate care facility for the mentally retarded.

Contact: (202) 727-2325

Training

Provides training to consumers (self-advocates), families (natural and foster) and community service providers, including residential, day, medical and clinical providers.

Contact: (202) 727-2192

Day and Residential Programs

Identifies and develops an array of residential, day support, vocational and supported employment services that provide a combination of diagnostic, active therapeutic treatment, rehabilitative, and vocational services to individuals with a developmental disability.

Contact: (202) 727-1939 or (202) 727-1872

Transportation

Transportation provides a consumer who is a client of MRDDA with the proper mode of transport between his or her Residential Care facility and any Day Programs in which they may participate.

How To Apply

To apply for services, contact MRDDA Monday through Friday from 8:15 am to 4:45 pm by calling **(202) 673-4500** or (202) 855-1000 (TTY/TDD), or visit MRDDA at 429 "O" Street, N.W.



Rehabilitation Services Administration

The Rehabilitation Services Administration (RSA) provides comprehensive vocational and independent living services to persons with disabilities, which will maximize their quality of life and promote their employability, economic self-sufficiency and independence. RSA also adjudicates disability claims for the Social Security Administration.

Programs

Vocational Rehabilitation

Provides eligible individuals services to help them to prepare for, and maintain, employment.

Supported Employment

Provides disabled persons with comprehensive vocational rehabilitation services to help them to prepare for, and maintain, employment.

Independent Living

Provides independent living services to persons with significant disabilities to maximize opportunities for employment, self-sufficiency and independence in the home and community.

Contact: (202) 442-8465

The Randolph-Sheppard Vending Facility

Provides employment opportunities to persons who are legally blind through training and licensure and employment as operators of cafeterias, gift shops, and snack shops developed on federal and District property.

Contact: (202) 442-8444

Disability Determination Division

Adjudicates disability determinations on claims for Social Security Disability Insurance (SSDI) benefits and Supplemental Security Income (SSI) payments.

Contact: (202) 442-8500

How To Apply

Persons with disabilities who are interested in becoming employed may contact the RSA Office of Information, Referral and Records, Monday through Friday from 8:15 am to 4:45 pm by calling **(202) 442-8400**, or (202) 442-8629 (**TTY/TDD**), or visit RSA at 810 First Street, 9th Floor, N.E.

Non-English speaking persons can call **(202) 442-8561**. Persons interested in Independent Living Services can call **(202) 442-8465**.



211 Answers, Please

DHS 211 Answers, Please social services information call center offers District residents 24-hour access to a network of government and community social service providers to help them obtain services such as food, shelter, financial assistance, healthcare childcare, job training, substance abuse treatment and more.

How To Use This Service

District residents can contact *211 Answers, Please* by dialing 2-1-1, 24-hours a day, seven days a week. *211 Answers, Please* offers assistance in a variety of languages. Callers outside of the District must dial **(202) 463-6211**. Information is also available online at www.answersplease.dc.gov.



Department of Human Services
64 New York Ave, N.E.
Washington, DC 20002
(202) 671-4200
<http://dhs.dc.gov>



IMA

Customer Service - (202) 724-5506

IMA Service Centers

Anacostia

2100 Martin Luther King, Jr., Ave., SE
Washington, DC 20020
(202) 645-4614

Congress Heights

4001 South Capital Street, SW
Washington, DC 20032
(202) 645-4525

Eckington

51 N Street, NE - 2nd Floor
Washington, DC 20002
(202) 724-8720

Fort Davis

3851 Alabama Ave., SE
Washington, DC 20020
(202) 645-4500

"H" Street

645 H Street, NE - 2nd Floor
Washington, DC 20002
(202) 698-4350

Taylor Street

1207 Taylor Street, NW
Washington, DC 20011
(202) 576-8000

Northeast Service Center

3917 Minnesota Ave., NE
Washington, DC 20019
(202) 724-7900

MRDDA

Customer Service - (202) 673-4500

FSA

Customer Service - (202) 541-3915

211 Answers, Please

Customer Service - (202) 463-6211

ECEA

Customer Service - (202) 727-1839

24-Hour Training Calendar Line

(202) 310-2020

Child Care Resource and Referral

(202) 387-0002

Child Find - (202) 727-8300

PhoneFriend - (202) 232-5815

RSA

Customer Service - (202) 442-8400

One Stop Center

2626 Naylor Road, SE
Washington, DC 20020
(202) 645-5202

One Stop Center

1500 Franklin Street, NE
Washington, DC 20018
(202) 576-3075

Service Center

1207 Taylor Street, NW
Washington, DC 20011
(202) 576-8245